



career opportunity

California Department of Technology

Account Management Branch/Customer Delivery Division

Data Processing Manager IV / \$8,182 - \$9,756

Permanent/Fulltime

Final File Date: 10/07/16 or Until Filled

Who Are We?

The California Department of Technology (CDT) is one of the largest suppliers of information technology services to state, county, federal, and local government entities throughout California. Through the use of a scalable, reliable and secure statewide network, combined with expertise in voice and data technologies, CDT delivers comprehensive, cost-effective computing, networking, electronic messaging and training solutions to benefit the people of California. We are one of the few state entities with a state of the art Tier III data center.

The Customer Delivery Division acts as a liaison and interface between our department and the customer organizations we serve. The division supports programs designed to build strategic alliances with our customers, provides awareness of IT trends through forums, classes, and events, and facilitates the timely delivery of high quality service.

We provide excellent health benefits, generous vacation and sick leave accrual, exceptional retirement benefits, 11 paid state holidays, and two paid professional development days per year. We value the importance of your work life balance and we are committed to growing all our talented staff. This position is located in Rancho Cordova with free parking.

What You Will Be Doing...

The Data Processing Manager (DPM) IV / Branch Chief has full management responsibility for the Customer Delivery Division, Account Management Branch of CDT. The DPM IV implements the vision and strategic direction set by the Division Deputy Director (CEA) in support of statewide strategic planning and technology initiatives and has departmental and statewide impact and influence on the current and future services offered by CDT. The DPM IV spends a significant amount of time meeting with customers at their locations, attending Statewide IT-focused hearings, meetings, and planning sessions as CDT's representative, networking with customers, strategic partners, CDT staff, and other State departments, establishing customer feedback, and managing processes to monitor customer satisfaction with services provided. The incumbent works directly with high-level State and private sector executives to advocate for technology solutions that are in alignment with the State IT Strategic Plan.

For a more complete job description, click on this link to view the Duty Statement:
[Data Processing Manager IV](#)



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Who We Are Looking For...

We are looking for dedicated and talented individuals who possess the following skills, abilities, and can work in the following environment:

- Technical expertise on a wide range of IT subjects and a thorough understanding of industry trends and CDT services.
- Expertise in customer satisfaction methodologies.
- Proficiency in the State's budgeting process, legislative and administrative procedures, procurement documents and procedures, licensing issues, and the roles and responsibilities of oversight and regulatory agencies.
- Understanding of project management methodologies and ability to use them effectively.
- Aptitude to develop strategic alliances with CDT customers, vendors, and service providers.
- Ability to advocate performance monitoring and measurement, employ organizational development and IT change management practices.
- Expertise at evaluation and prioritization of IT needs and options, and ability to incorporate them into CDT's Strategic Plans.
- Ability to use technology, tools, and repeatable processes to achieve the highest level of productivity; model and advocate such tool use to all CDD staff.
- Possess the highest level of communication and presentation skills.

How to Apply...

Interested applicants must submit a State application to:

CALIFORNIA DEPARTMENT OF TECHNOLOGY
P. O. Box 1810
Rancho Cordova, CA 95741-1810
Attn: De Ann / RPA #16-076
Inquiries: Alex Bessonov (916) 431-5476

When applying for a Job Opening, you must be sure to submit one state application per RPA #. You must indicate the RPA # you are applying for on your application as well as your eligibility in the Explanations box; otherwise, your application may not be processed.

To be considered for the position of a **Data Processing Manager IV** classification, you must first obtain eligibility through an examination process. Visit our Career Opportunities webpage at <http://cio.ca.gov/About/Careers> for information and instructions on the hiring process.

The Fine Print...

Applications will be accepted only from individuals currently at the **Data Processing Manager IV** level, or applicants who have transfer or list eligibility. Applications will be screened and only the most qualified will be scheduled for an interview. All appointments are subject to SROA/Surplus provisions. Training and Development Assignments may be considered. This recruitment may be used to fill multiple vacancies occurring in this unit for this classification within the next 60 days.

